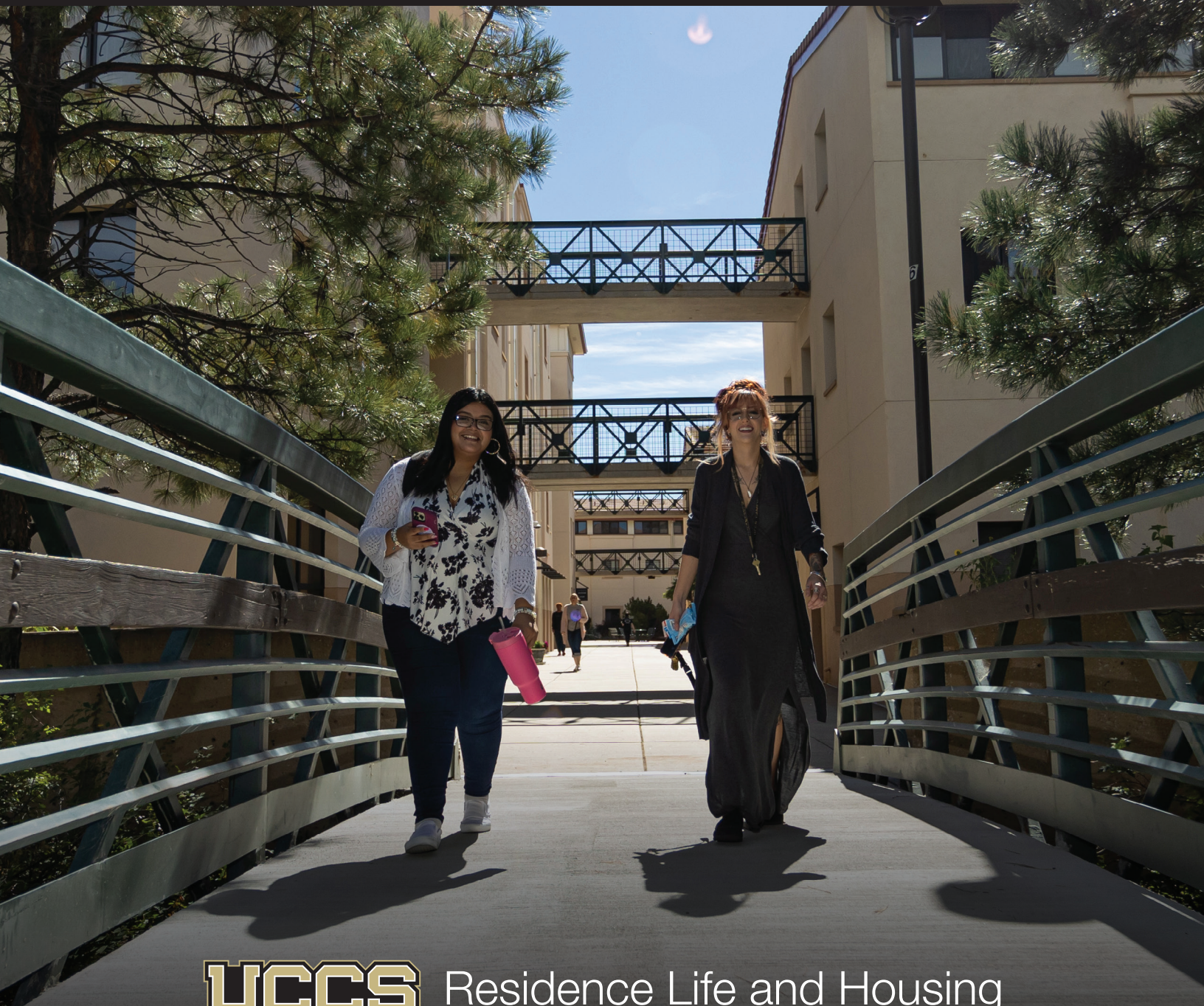


Resident Handbook

2025-2026



Residence Life and Housing
UNIVERSITY OF COLORADO **COLORADO SPRINGS**

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PART 1

Welcome to Mountain Lion Territory

Our University Mission is More than Words on a Page

How Residence Life & Housing (RL&H) Supports the UCCS Mission

UCCS is committed to providing students with a rigorous, enriching education in a vibrant campus community. As part of that commitment, RL&H plays a key role in helping students thrive—academically, personally, and socially—while supporting the broader mission and vision of the university.

Living on campus isn't just about where you sleep—it's about being part of a dynamic environment designed to help you grow. From our supportive staff and programs to our focus on connection and inclusion, we're here to help you make the most of your time at UCCS.

Here's how we bring the UCCS core values to life in our residential communities:

- **Student Focus:** Everything we do is centered on you. We create a welcoming environment where your voice matters, your success is a priority, and your experience is supported at every turn.
- **Vision in Action:** UCCS aims to give students an academically rigorous and life-enriching experience—RL&H is part of that. We provide opportunities for involvement, leadership, and personal development, helping you make meaningful connections that go beyond the classroom.
- **Integration & Innovation:** Learning doesn't stop at the classroom door. Through creative programs and student leadership roles, we help you apply what you're learning in real-world, community-based settings.
- **Collaboration:** We work closely with campus partners, faculty, and student organizations to ensure your residential experience is connected to the larger campus culture.
- **A Community of Care:** Our communities are built on respect, representation, and belonging. We celebrate differences and strive to create a space where everyone feels seen, heard, and valued.
- **Responsible Growth & Integrity:** We're committed to creating safe, sustainable communities where honesty, accountability, and mutual respect guide how we live and interact.

We encourage you to hold us to these values and let us know if we're ever falling short. Your feedback helps us grow, and your success is our mission.

Residence Life & Housing Staff Team

Leadership Staff

The Leadership Team for RL&H includes the Senior Director, Associate Director, and Program Directors. This team is responsible for the strategic direction, operations, and student support initiatives across all residential communities.

They oversee professional and student staff, guide departmental policy, and respond to emerging student needs and campus trends. Students are encouraged to reach out to the Leadership Team via housing@uccs.edu with feedback, questions, or concerns related to their residential experience. The department's success is directly tied to student success, and student input is valued.

Resident Director (RD)

RDs are full-time, live-in professional staff members responsible for the daily operations and well-being of specific residential areas. RDs supervise Resident Assistants (RAs), provide direct student support, and uphold community standards within their assigned buildings.

Students can reach out to their RD for help navigating personal or academic challenges, connecting with resources, or addressing concerns related to housing policies. RDs are also the primary conduct officers in housing-related policy violations and work with students to resolve issues through educational conversations and referrals.

Resident Assistant (RA)

RAs are student leaders who live in the residence halls and serve as peer mentors, educators, and role models within the community. RAs support a safe and inclusive living environment by facilitating events, providing support, and enforcing housing policies and community expectations.

RAs are trained undergraduate or graduate students selected for their leadership skills, commitment to community engagement, and ability to support others. They work closely with RL&H professional staff and are available to assist with concerns related to academic success, roommate dynamics, conflict resolution, and campus involvement.



Front Desk Assistant (FDA)

FDAs are student employees who staff the front desks of our residential villages. FDAs are responsible for managing mail and package distribution, responding to general questions about on-campus living, and supporting community operations.

- Alpine Village Front Desk
First floor of La Plata
719-255-4042
- Summit Village Front Desk
First floor of Monarch
719-255-6288



Front desks are a key resource for residents seeking information or assistance related to housing logistics, maintenance requests, lock out assistance, and campus services.

Creating a Respectful and Supportive Community

RL&H is committed to fostering a welcoming and respectful living environment where all students feel safe, valued, and supported. We uphold university policies that protect students from discrimination based on membership of a protected class.

Living on campus is more than just having a place to stay—it's about being part of a community where everyone has the opportunity to grow, connect, and thrive. Our residential communities are built on mutual respect, personal responsibility, and a commitment to learning from one another.

Students who experience or witness discrimination or harassment are encouraged to contact:

- Department of Public Safety: 719-255-3111
- Office of Institutional Equity: 719-255-4324 or equity@uccs.edu

Housing Accommodations and Options

RL&H offers flexible housing options and accommodations to support a wide range of student needs, including open housing in all residential villages.

To learn more about available options or request accommodation, please visit:

- [Open Housing FAQs](#)
- [Housing and Residential Accommodations](#) (dservice@uccs.edu, 719-255-3354)
- [Animals on Campus](#)

If your request relates to identity-based needs—such as gender, sexual orientation, cultural background, religion, disability, or similar concerns—please contact the Associate Director at 719-

255-4042 (housing@uccs.edu) for personalized support. Housing will connect you with the appropriate support resources needed including any referrals to the Dean of Students office for religious support, or Disability Services for accommodations related to physical or mental health needs.

Dean of Students Office and CARE Team: Holistic Support

Office of the Dean of Students

The Dean of Students Office supports a safe, respectful, and supportive campus community by administering the Student Code of Conduct, assisting students in crisis, and promoting student development through education and prevention programs. We serve as advocates and resources for students navigating challenges or seeking guidance.

Common reasons to contact our office include:

- Missing class due to serious illness
- Questions about campus policies or procedures
- Concerns about a fellow student's well-being
- Reporting a concerning incident
- Needing help and not knowing where to go

If you're unsure where to turn, they are available for help.

CARE Team

The CARE (Campus Assessment Response and Evaluation) Team supports students facing challenges by addressing concerns related to their safety and well-being. The team evaluates reports of potential risk or disruption, connects students to appropriate resources, and promotes overall wellness.

UCCS is committed to supporting students' academic, emotional, social, physical, and intellectual development. If you're concerned about a student's well-being or safety, please refer them to the CARE Team.

Contact Information

Dean of Students Office OR CARE Team

PH: (719)-255-3091

E: dos@uccs.edu

[CARE submission form](#)





PART 2

Navigating the Resident Journey

Moving Into Housing

Lion OneCard Mobile ID

Your **Lion OneCard Mobile ID** gives you access to your residence hall, meal plan, and Clyde's Cash—all from your phone. No physical card is required.

To get started, upload your photo and download the mobile app by visiting the [Lion OneCard website](#). This step must be completed **before moving in**, as your phone will function as your key for housing and dining access.

If you don't have an iPhone or Android device, the OneCard Office (located near the front desk in the University Center) can assist you with alternative access options.

Your Mobile ID is personal and secure—please do not share it or lend access to anyone. This helps keep our residential communities safe for everyone.

Need Help? Visit the [Lion OneCard FAQ page](#) for troubleshooting support and additional information.

Room Condition Report (RCR)

When you check in, you'll be asked to complete a **Room Condition Report (RCR)** within 48 hours. This report documents the condition of your room and furniture when you move in, and it helps to protect you from being charged for any pre-existing damage at the end of your stay. Taking a few minutes to complete your RCR now can save you time and money later—so don't skip it! **The Room Condition Report will be viewable on your online housing portal AFTER you are checked in and issued your keys.** Return to the portal at that time by visiting <https://uccs.starrezhousing.com/>

starrezportalx/login and proceeding to the Room Condition Report menu item.

Important

If you don't submit your RCR within 48 hours of check-in, you waive the right to dispute any damage charges assessed at check-out.

Resident Internet Access

UCCS offers two wireless networks across campus to support your internet needs: **UCCS-Wireless** and **UCCS-Guest**. Each network is designed to serve a different type of user.

Which Network Should I Use?

- If you are a UCCS student with an active university username and password:
 - Connect to **UCCS-Wireless**
 - This network provides full access to campus internet services and is the recommended option for enrolled students.
- If you are a guest or do not have UCCS login credentials:
 - Connect to **UCCS-Guest**
 - This network offers limited internet access and is intended for short-term use by visitors.



For setup instructions, troubleshooting, or more details, visit wireless.uccs.edu

Resident Requested Room Changes

We know that sometimes your living situation may not be the perfect fit—and we're here to help! Whether you're looking for a different environment, more space, or a better roommate match, here's how the room change process works.

First Two Weeks of the Semester

- To help us get everyone settled and address any urgent housing concerns, **room changes are limited** during the first two weeks of each term. But don't worry—once things calm down, we'll open the process for room changes!

Open Room Change Period (Weeks 3–7)

Once the initial move-in period is complete, the Open Room Change process begins. Here's how it works:

You'll receive an email with a link to the **Room Change Request Form**.

- Submit the form if you're interested in changing rooms.
- Requests are reviewed **first-come, first-served**, and based on available space.
- If space is available, we'll send you an email with the room location and any potential price differences.
- You'll have **24 hours** to accept or decline the offer.
- Moves during this time happen between **Friday and Monday** to keep disruptions to a minimum.

Need a Room Change Outside of Weeks 3–7?

You're still welcome to request a change! Here's what to do:

- Fill out the **Room Change Request Form** as usual.
- Your current **RD** will reach out to schedule a meeting.
- We aim to support community stability, so we'll explore ways to resolve any concerns, especially roommate issues—before making a change.
- Not sure where to start? Your **RA** is a great first resource to help mediate and find solutions.

Please don't move rooms on your own. We're unable to complete lockouts or handout keys to a room you're not registered to in our system. All room changes must be approved by our staff to ensure everyone's safety and a smooth process.

Feeling Unsafe? We're Here for You.

Your well-being is our top priority. If you ever feel unsafe in your current space, let us know **immediately**.

RL&H staff can approve room changes at **any time** if safety concerns are involved—no need to wait for a scheduled period.



Room Changes Related to Health & Safety Supporting a Safe and Positive Living Environment

At UCCS, we want every student to feel safe, respected, and supported in their living space. RL&H is committed to maintaining a healthy, welcoming, and peaceful residential experience for all students.

Here's what that means:

- If a student is experiencing an unsafe or disruptive living environment, they can request a room change at any time. Your safety and well-being are our top priority, and we will work with you to

find a better fit as quickly as possible.

- RL&H may relocate a resident temporarily or permanently if needed to protect the safety and overall well-being of a room, suite, or floor community.
- In situations where a student's behavior poses a threat to the health, safety, or well-being of others, RL&H reserves the right to move or remove that resident to maintain a safe environment for all.

If you're ever feeling uncomfortable or unsure about your living situation, please don't hesitate to reach out to your RA or the RL&H team. We're here to listen, support, and act when needed.

Room Upkeep and Maintenance

Submitting a Maintenance Request

If something in your room needs attention—like a leaky faucet, flickering light, or clogged drain—you can easily submit a work request online, and our facilities team will handle the rest.

Submit a request for maintenance, plumbing, or electrical issues here: [Resident Maintenance Request Form](#)

A few important reminders:

- If the issue is the result of damage or misuse, repair costs may be charged to your student account.
- Please don't attempt to fix plumbing issues (especially clogged drains) on your own—our trained staff are happy to assist.
- For urgent concerns, notify the **RA on call** in addition to submitting your request online.
- To ensure faster service, please allow maintenance staff to enter your room at any time. Limited access may delay repairs.



We're here to keep your space safe, functional, and comfortable—please don't hesitate to ask for help when you need it.

Pest Control

UCCS RL&H works proactively to provide a clean and healthy environment in all residential communities. While pest control needs are rare, treatment may be required in certain cases.

To assist in prevention, residential students are expected to:

Updated 8/1/2025

- Remove trash and recycling items promptly and regularly
- Maintain a clean living space, including proper food storage and dishwashing habits
- Avoid creating conditions that may attract pests

If pest control treatment is necessary, please note the following:

- Housing charges will not be prorated or refunded due to pest control services
- Temporary or permanent relocation may be required to ensure effective treatment and resident safety
- If a space requires treatment for bedbugs more than twice during the contract period, RL&H reserves the right to terminate the housing contract to fully address the issue.

Residents must follow all instructions provided in preparation for treatment. Cooperation with pest control procedures is essential for maintaining the well-being of all community members.

Renter's Insurance (Personal Property Coverage)

UCCS does not assume responsibility for the loss, theft, or damage of personal belongings under any circumstances. As outlined in the Housing Contract, each resident is required to ensure their own personal property is adequately protected.

Students are strongly encouraged to obtain renter's insurance or verify coverage through an existing homeowner's insurance policy. This coverage should include protection from events such as:

- Theft or burglary
- Fire or smoke damage
- Water damage
- Natural disasters or other unexpected incidents

To determine if you are already covered under a parent or guardian's policy, contact the insurance provider and ask:

- Am I considered a member of the household while living on campus?
- Does this policy provide sufficient coverage for my belongings in student housing?

RL&H recommends securing insurance prior to move-in. Having coverage in place offers peace of mind and financial protection throughout your time on campus.

Front Desk Services

Mail and Packages

All on-campus residential students are assigned a personal mailbox. For residents of the Village at Alpine Valley, mailboxes are located in the **La Plata** lobby. For residents of Summit Village, mailboxes are located in the **Monarch** lobby.

When you received your room key at check-in, you also received a second key for your mailbox. If you live in **Summit Village** and did not receive a key, you have been assigned to a **combination-lock**

mailbox. Your mailbox number and code were sent to your UCCS email, but you may also contact the Housing Office or your village's front desk for assistance.

Residents are expected to check their mailboxes regularly. **You will not receive a notification** when letter mail or small packages are placed inside your mailbox.

For packages or larger mail items, the front desk staff will log the delivery and store the item securely. You will receive notification from UCCS via email once your package is available for pickup. You will also see an entry under the "Package Pending" menu item inside the housing portal once a package is logged by our department and ready for pickup. Please note that if a package is marked "Delivered" by the shipping carrier, it has arrived at **Mailing Services**—not the front desk—and may not yet be ready for pickup.



Package pickup hours:

- Weekdays: 4:00 p.m. – 8:00 p.m.
- Weekends (Saturday and Sunday): 1:00 p.m. – 5:00 p.m.

Use the following mailing format for all letters and packages:

Summit Village

[Your First and Last Name]
Mailbox # [Your Mailbox Number]
1010 Austin Bluffs Parkway
Colorado Springs, CO 80918

Village at Alpine Valley

[Your First and Last Name]
Mailbox # [Your Mailbox Number]
4725 Clyde Way
Colorado Springs, CO 80918

Lock Out Assistance

The front desks in both residential villages offer support and access to resources for residents.

Lockouts

If you're locked out during business hours (Monday-Friday, 8am-5pm), visit your village front desk or call the following numbers for assistance:

- Summit Village: 719-255-6288
- Village at Alpine Valley: 719-255-4042

If locked out after business hours, please contact the RA on duty for assistance.

- Summit Village RA on Duty: 719-255-4600
- Village at Alpine Valley RA on Duty: 719-255-6500

Lost Keys

If you lose your room keys, a replacement key set will be issued, and a \$100 fee will be charged to your student Bursar account. The same fee applies if you fail to return your keys at move-out.

To request a replacement key, submit a [Maintenance Request](#) through the provided link.

Prompt communication helps us support your safety and access—don't hesitate to reach out.

Resource Check out

Residents may check out the following items free of charge by visiting the front desk:

- Brooms
- Mops
- Vacuums
- Lofting kit tool sets
- Flatbed carts
- Emergency plungers

Please return all borrowed items promptly and in good condition for the benefit of the community.

Student Resources

Community Connection

Getting involved on campus is one of the most effective ways to enhance your college experience and support your success at UCCS. Research shows that students who build strong connections through campus events, organizations, and communities are more likely to thrive both academically and personally.



RL&H strongly encourages you to explore the many opportunities available to you:

- Stay informed through the weekly **RL&H e-newsletter**, which highlights events, updates, and important reminders
- Attend **floor events and programs** happening throughout the residential villages—these are

designed to help you meet people, learn new skills, and have fun

- Discover campus-wide events through **Mountain Lion Connect**: mlc.uccs.edu
- Join a student organization or even start one of your own: studentlife.uccs.edu/clubresources
- Complete **Clyde's Five**, a series of key experiences that help you connect to UCCS traditions and find your sense of belonging: studentlife.uccs.edu/clydes5
- Participate in **intramural sports** and stay active while meeting new people: recwellness.uccs.edu/intramurals

By taking part in these opportunities, you'll build relationships, gain leadership experience, and make the most of your time at UCCS.

Dining

Using Your Meal Plan

At UCCS, we know every student has different dining needs, so our meal plan options are designed to be flexible and supportive of your college experience!

- First-year students living in Summit Village or the Village at Alpine Valley are required to have a 300 block or higher meal plan.
- Returning students (those who've lived on campus before) have more experience managing their dining habits and can select a 150 block plan or higher to match their lifestyle while still meeting nutritional needs.
- If you're living in Alpine Apartments, you're not required to have a meal plan since each apartment includes a full kitchen. That said, you're always welcome to purchase an optional meal plan or Clyde's Cash if you'd like the convenience of dining on campus without the cooking.
- If you're in the El Paso County Preview Program, you're required to have a 150 block or higher meal plan. Since you're local, we know you'll head home for some home-cooked meals now and then—this plan gives you the perfect balance!



Need to make a change?

You can update your meal plan through your academic year housing application until July 15. After that date, any changes must be submitted through the Meal Plan Request Form here: <https://residence.uccs.edu/request/meal-plan-request>

Locations:

Meal plans offer flexible, convenient access to nutritious dining options across campus. For meal accommodations, contact dining services at dining@uccs.edu.

Mobile Ordering:

1. Download the mobile app: [Google Play](#) or [iOS](#)
2. Select UCCS as your school and complete your profile
3. Order in advance and customize your meals for pickup

Laundry

Laundry facilities are available 24/7 on the first floors of Keystone, La Plata, and Crestone Houses.

- Laundry is free; bring your own detergent
- Check machine availability in real time using the [LaundryView app](#)

Vending Services

Vending machines are accessible 24/7:

- Alpine Village: first floors of all buildings
- Summit Village: first floors of Monarch, Eldora, and Copper

Parking & Transportation Services



Virtual Permits

At UCCS, **your license plate serves as your parking permit**—so it's essential to register your vehicle correctly and keep your information up to date.

All residents must log into the Parking Portal to manage their vehicle registration, permit, and any citations. You'll need to **register your vehicle before the first day of the semester** to avoid citations. Entering a valid license plate is required for your permit to be recognized.

Only one vehicle can be linked to your RES permit at a time. If you bring a different car to campus, you must delete the old vehicle before adding a new one in the portal. A valid permit alone won't protect you from a citation—only registered vehicles are considered covered, so please double-check that your information is current.

Weekend Parking: paid permits are not enforced on weekends in lots 100, 200, 300, and 500. However, please note that **safety-related restrictions remain in effect 24/7/365**, including:

- Fire lanes

- Loading zones
- Reserved or restricted spaces
- Handicapped-accessible stalls

These areas are monitored and enforced by Parking Services and Campus Police year-round.

Helpful Parking Resources

- [Parking Portal to Register Your Vehicle](#)
- [Parking Regulations](#)
- [Office Location and Hours](#)
- Parking PH: 719-255-3528
- Transportation PH: 719-255-3528

Shuttle Service

UCCS offers **free weekday shuttle service** during the academic year to help you move easily across campus. Shuttles run **Monday through Friday**, with buses arriving at each stop approximately every **15–20 minutes**, depending on the time of day and rider demand. During peak hours, additional shuttles are added to reduce wait times.



Main Routes:

- **Main Campus Route:** Eagle Rock (Lot 540) » Alpine Garage (The Lodge) » Centennial Hall » Lot 103
- **Cybersecurity Route:** Connects Main Campus to the **CYBR Building** (3650 N. Academy Ave)

Features & Accessibility:

- All shuttles are **fully accessible** and equipped with **mobility lifts**
- **Standard bicycles** are allowed on board (electric bikes are not supported)
- Shuttles are **GPS-enabled**, so you can **track them live** using the campus map

Please Note: shuttles do **not** run to the Downtown Campus, Heller Center, or Lot 580. For up-to-date schedules and tracking tools, visit the UCCS campus map or transportation services website.

Trash and Dumpster Locations

Trash bins are available on every floor of the residence halls, except in Crestone and Shavano Apartments. Residents of Crestone and Shavano should use the dumpsters located beside Shavano, behind Antero. Additional dumpsters are also available behind Monarch, beside Copper, and behind Roaring Fork.

Clyde's Closet

Free professional clothing for UCCS students and alumni—ideal for interviews, career fairs, and special events. Select up to 7 items per semester at no cost. No appointment needed.

- Location: Career Center (University Center, Room 114)
- Hours: Monday–Friday, 8:00 a.m. – 5:00 p.m.

Clyde's Cupboard

Clyde's Cupboard is a donation-powered, free food pantry available to all UCCS students—no questions asked.

- **Main Location:** Student Life Office, University Center Room 102
- **Hours:**
 - Monday, Wednesday, Friday: 10:00 a.m. – 5:00 p.m.
 - Tuesday, Thursday: 11:00 a.m. – 6:00 p.m.
- **Email:** cupboard@uccs.edu
- **Satellite Location:** Recreation and Wellness Center (open as needed)
- **Fresh Produce Partner:** UCCS Farmstand at 14 Cragmor Village Road (parking and shuttle access: available at Lot 103)



Returning for Additional Terms

Returning students often choose to continue living on campus to stay close to classes, resources, and a supportive community. UCCS offers housing options specifically designed for upper-class students seeking greater independence and flexibility.

Alpine Apartments

Located in the Village at Alpine Valley, Alpine Apartments are designed with the needs of returning and upper-class students in mind.

- Full kitchens included—no meal plan required
- Spacious layouts and semi-private bedrooms shared between two residents

Peak View Neighborhood (Eldora and Copper Houses)

Located on central campus, these communities provide a blend of independence and convenience.

- In-suite kitchenettes and a reduced meal plan requirement
- Designed for upper-class students seeking a quieter, more residential setting

Remaining on campus beyond your first year keeps you connected to the resources and relationships that support your continued success.

Housing Renewal and Self Selection

We're excited to offer current residents the opportunity to continue living on campus and even return to their same room—if it's available!

Here's what you need to know to get started:

- **Submit a New Housing Application:** To take part in the renewal process, make sure to complete a housing application for the upcoming academic year before the renewal period begins. *The application for next academic year will open on December 1.*
- **Room Renewal Week:** Room selection occurs the **first week of March** through the Housing Portal.
- **Space Availability:** Please note that some rooms or facilities may be re-purposed for different uses next year due to space needs.
- **If You Have Housing Accommodations:** Students with accommodations should connect with us in advance, as those spaces are typically not included in the general online room selection process.



Planning to stay in Colorado Springs this summer? UCCS offers on-campus housing for both current UCCS students and visiting students from other accredited colleges and universities. It's a great option if you're taking summer classes, completing an internship, or simply want to stay connected to campus life. To be eligible, students must be enrolled in either summer or fall semester courses.

Summer housing is located in Alpine Village Apartments, with specific buildings selected each year based on availability, maintenance, and campus needs. These apartment-style units include full kitchens—giving you the freedom to cook your own meals while campus dining services operate on a limited schedule.





PART 3

Civic Responsibility and Individual Conduct

Roommate Bill of Rights

Sharing a living space is a new and meaningful part of the college experience. At UCCS, every resident has the right to live in an environment built on mutual respect, communication, and consideration. As a roommate, you have the right to:

Live in a Safe and Comfortable Environment

You have the right to feel secure and respected in your shared living space.

Be Treated with Respect and Consideration

You have the right to be acknowledged as an equal member of the room, regardless of your background, identity, or beliefs.

Sleep and Study Without Disruption

You have the right to an environment that supports your academic success and personal well-being—this includes agreed-upon quiet times for rest and focus.

Maintain Privacy and Personal Space

You have the right to personal space within the room and to expect your belongings and boundaries to be respected.

Set Reasonable Expectations Together

You have the right to collaborate with your roommate(s) on shared living agreements—covering things like cleaning, guests, and shared responsibilities.

Be Informed About Guests

You have the right to be notified in advance when guests are visiting and to set reasonable boundaries around guest behavior and frequency.

Communicate Openly and Honestly

You have the right to express your concerns or needs in a respectful way—and to be heard without judgment.

Address Conflicts Constructively

You have the right to seek support from RL&H staff if roommate issues arise and feel confident that your concerns will be taken seriously.

Use Shared Resources Fairly

You have the right to equal access to shared items and common areas within your living space, such as the bathroom, mini-fridge, or study area as agreed on in the roommate agreement.

Be Part of a Respectful Living Environment

You have the right to live in a space where everyone contributes to keeping the room clean, safe, and welcoming.

Roommate Agreement

A roommate agreement is a collaborative document completed by all roommates at the beginning of the year to set expectations for living together. It covers shared responsibilities such as cleaning, guests, noise, use of shared items, and personal space. This agreement helps clarify each person's preferences and promotes open communication. Your RA will deliver more information about the roommate agreement during your opening floor meetings.



Roommate agreements help prevent misunderstandings, reduce conflict, and create a respectful living environment. If issues arise later, the agreement serves as a helpful reference during conversations or mediation with an RA.

Roommate Mediation and Conflict Support

Sharing a space with another person—whether you're close friends or total strangers—can come with its challenges. Differences in habits, schedules, communication styles, or expectations are completely normal. What matters most is how you address those differences.

If you're having trouble resolving a conflict with your roommate, don't try to navigate it alone or wait for things to get worse. Reach out to your RA early. RAs are trained in conflict resolution and mediation and are here to help you work through concerns before they escalate.

Here's how roommate mediation works:

- Your RA creates a neutral space for you and your roommate to talk openly and respectfully.
- They help each person share their perspective and listen actively to the other's point of view.
- They guide the conversation to identify shared goals and clarify expectations moving forward.
- They may help you update your Roommate Agreement to reflect any new boundaries or solutions.



Roommate conflicts aren't about winning or losing—they're about learning how to live and grow with others. Asking for help is a sign of maturity and leadership, not weakness. Mediation can strengthen your communication skills and help make your living situation more comfortable for everyone involved.

Pro tip: Small issues are easier to solve early. If something's bothering you—whether it's about shared space, guests, noise, or cleanliness—talk to your RA

sooner rather than later. We're here to support you and help make your room a place you can feel good about coming home to.

Student Conduct and Responsibility

The Student Code of Conduct supports the safety, well-being, and growth of the UCCS community. It promotes a respectful and civil environment for learning, working, and living. The conduct process is designed as a learning opportunity, helping students understand their rights, responsibilities, and impact within the campus and broader community. To view the full Student Code of Conduct, visit:

<https://dos.uccs.edu/student-conduct>

Notification of a Code Violation

If the Office of the Dean of Students receives a report about a possible policy violation, a Conduct Officer will first call you to schedule a meeting, followed by an email confirmation.

During the meeting, the Conduct Officer will:

- Explain the conduct process
- Answer your questions
- Share resolution options
- Listen to your perspective

This meeting is not meant to be intimidating—it's an opportunity to have a conversation, understand your rights and responsibilities, and reflect on your decisions as a UCCS student.

Come with an open mind and a willingness to learn. The goal is growth, not punishment.

Housing Related Conduct Policies

Alcohol/Marijuana and Other Drugs

- The legal drinking age in Colorado is 21.
- Students under 21 may not possess, consume, or be present where underage drinking occurs.
- Alcohol is **not allowed** in Summit Village or the Village at Alpine Valley, regardless of age.
- In Alpine Village Apartments, students **21 or older** may possess and consume alcohol **only in their private bedroom**—not in shared or common areas.
- Alcohol sales and displays of empty alcohol containers are prohibited in all housing areas.
- Use or possession of marijuana, illegal drugs, or abuse of any substance is prohibited in all residence halls and public or outdoor residential spaces.
- All policies are enforced in accordance with federal, state, and local laws.

Marijuana Policy

- While marijuana is legal under Colorado state law, it remains illegal under federal law. Because UCCS complies with federal regulations—including the Controlled Substances Act and the Drug Free Schools and Communities Act—**all forms of marijuana are prohibited on campus**, including in all residential spaces.
- This includes both **recreational and medical marijuana**, as well as any related paraphernalia (e.g., pipes, bongs, vaporizers, hookahs, etc.). Students may not use, possess, store, or display marijuana or marijuana-related items in campus housing.

Key Points:

- Marijuana is **not allowed** in any residential area, regardless of age or medical status.

UCCS prohibits the use, possession, distribution, manufacture, or sale of illegal drugs, drug paraphernalia, and misused prescription or over-the-counter medications.

Students found in violation of these policies may face conduct proceedings under the UCCS Student Code of Conduct.

Updated 8/1/2025

Medical Marijuana Exceptions

We recognize that some students may have medical needs. If a resident obtains a **medical marijuana card after moving in**, they may submit a petition to cancel their housing contract without penalty (excluding the original deposit) and must then move off campus to consume the drug.

- Petitions must include a copy of the medical marijuana card and supporting documentation of medical need.
- If approved, the resident will be released from their contract and charged only through their official check-out date.

Confiscated Items

Prohibited items may be confiscated by UCCS staff. If such items are found, they will be removed, and residents will be notified with instructions on how and when to retrieve them. Unclaimed items will be disposed of at the end of the academic year. Possession of prohibited items may result in disciplinary action under the Student Code of Conduct.

Damage and Theft Responsibility

Residents are responsible for the care of their assigned space and shared community areas. If intentional damage or theft occurs, the individual responsible will be held accountable and required to pay restitution in accordance with the Student Code of Conduct.

When the responsible party cannot be identified, the cost of repairs or replacement may be equally divided among all residents of the affected building or village. Residents with information about damage or theft are encouraged to report it to RL&H or the UCCS Police Department.



Drones

Drones, or small unmanned aircraft systems (sUAS), are prohibited on all university property. This includes recreational, commercial, educational, research, or any other use by faculty, staff, students, or third parties. For detailed information, please refer to the UCCS Operation of sUAS Policy.

University Furniture

All university-provided furniture must remain in its assigned room or suite. Residents are not

permitted to move bedroom furniture from their individual bedroom to another space within the suite, nor are they allowed to alter the furniture in any way.

Guest Policy

A guest is anyone who isn't officially assigned to your room. As a resident, you're responsible for your guest's behavior and must accompany them while they're in the building. While it's fine to have visitors from time to time, your room isn't a place for extended stays—ongoing housing or residency for guests isn't allowed.

Here are a few key things to know:

- Guests can stay overnight up to two times per semester, with each visit limited to three consecutive nights.
- Overnight stays must be approved by all roommates, as outlined in your room/suite agreement.



It's important to remember: everyone has the right to feel comfortable and respected in their space. That includes privacy, sleep, and the ability to relax in your room. These rights always take priority over guest visits.

If you feel like your roommate's guest behavior is impacting your comfort or violating your agreed-upon boundaries, don't hesitate to reach out to your RA or RD. They are here to help.

Hall Sports and Wheeled Transportation

Indoor sports and games—such as basketball, baseball, kickball, hockey, golf, darts, water fights, skateboarding, and longboarding—are prohibited in all residential facilities. Activities that may cause damage or injury are not allowed in hallways, lounges, resident rooms, common areas, or near buildings.

Wheeled transportation devices—including bicycles, scooters, hoverboards, skateboards, rollerblades, and roller skates—are prohibited in hallways, stairwells, dining facilities, and other indoor public spaces.

Residents engaging in prohibited activities are responsible for any injuries sustained and will be charged for any resulting property damage.

Health Policy

Residents must keep their rooms, suites, and bathrooms clean and healthy for all campus residents. This includes regularly removing trash from your suite, not leaving food or open drink containers out, and not leaving trash in hallways.

Lounge & Public Area Use

All areas outside of individual rooms, suites, and apartments—such as hallways, lounges, stairwells, and the exterior side of room doors—are considered public or common spaces.

- Residents may not restrict access to public areas or engage in behavior that interferes with the intended communal use of these spaces.
- Appropriate clothing is always required in all common and public areas. Engaging in public indecency may subject you to criminal or disciplinary sanctions.
- Furniture placed in lounges and other public spaces must remain in those areas and may not be relocated for personal use in individual rooms or suites.
- Activities that prevent equitable use or access to any public or shared space within university housing are prohibited.

Noise and Quiet Hours

To support a respectful and academically focused environment, all residents and their guests are expected to manage noise levels appropriately at all times.

Quiet Hours are designated times when noise must be kept to a minimum to allow for sleep, study, and relaxation:

- **Sunday through Thursday:** 10:00 p.m. – 8:00 a.m.
- **Friday and Saturday:** 1:00 a.m. – 8:00 a.m.
- **Finals Week:** A 24-hour quiet policy is in effect throughout the entire week.

Courtesy Hours are in effect 24 hours a day. Residents and guests must always be considerate of their noise levels and respond promptly to any reasonable request to reduce noise. A “reasonable request” includes any instance where another resident’s ability to study, sleep, or carry out daily tasks is negatively impacted by noise.

Failure to comply with quiet or courtesy hours may result in conduct action.



Animals in Housing

Pets and wild animals are not permitted in any campus housing facility. The only exception is for non-dangerous aquatic life—such as fish or small turtles—that live fully submerged in water. These animals are allowed only in tanks, no larger than 10 gallons, and must be maintained in a sanitary and safe manner.

Students approved to have an Emotional Support Animal (ESA) in housing must complete the appropriate accommodations process through the Office of Disability Services. Once approved by Disability Services, the student may then bring the animal to campus. Service animals are permitted in housing, and a student with a service animal must contact the Office of Disability Services for awareness purposes.

For information regarding Service and Emotional Support Animals, including how to request accommodations, please visit the [UCCS Disability Services website](#).

Prohibited Items

Appliances in Housing

To maintain a safe and healthy living environment, the use of certain appliances in campus housing is restricted. In **Summit Village and the Village at Alpine Valley** residence halls, appliances with **open coil heating elements**—such as toasters, toaster ovens, hot plates, and indoor grills—are not allowed due to fire hazards. Additionally, **small kitchen appliances** like Instant Pots, slow cookers, induction cookers, and air fryers are prohibited, as residence hall rooms are not designed for proper kitchen ventilation.



Full-size refrigerators are not permitted in residence hall rooms; however, mini fridges are permitted in any space.

Students living in **Alpine Village Apartments** may use small kitchen appliances within their private kitchens, provided they are used safely and responsibly.

If you're unsure whether an appliance is allowed, please contact the housing office before bringing it to campus.

Prohibited in ALL facilities

- Permanent fixtures or appliances (e.g., ceiling fans, window or portable air conditioners that vent through windows)
- Multiple outlet “octopus” plugs or extension cords (only UL-approved power strips are allowed)
- Connecting one power strip to another (daisy chaining)
- Waterbeds or DIY lofting systems

- Dartboards of any kind
- Blowtorches (possession or use may result in suspension from housing)
- Open flames (including candles and incense)
- Personal Wi-Fi routers, bridges, or extenders (see UCCS OIT Wireless FAQ)
- Fabric, tapestries, flags, banners, or curtains (no more than 50% of wall/ceiling space may be covered; **only UCCS-issued blinds are allowed**)
- Space heaters (unless issued by UCCS)
- Camping stoves, grills, fuel, or charcoal starters
- Non-UL-approved electronics
- Live trees (e.g., fresh holiday trees); household plants are allowed
- Outside antennas or satellite dishes
- Fireworks of any kind
- Weapons of any kind, including toy weapons (e.g., Nerf guns, Airsoft guns, replicas)

Prohibited Room Decorations

To maintain a safe, inclusive, and well-maintained living environment, all residents must follow these guidelines regarding room and building decorations:

- **General Safety:** Decorative items must not block doorways, hallways, stairwells, or other passageways. Decorations must not cover exit signs, fire extinguishers, sprinklers, smoke detectors, or other safety equipment.
- **Permanent Alterations:** Residents may not make any permanent or semi-permanent modifications to their rooms or suites. This includes installing wallpaper, drilling holes, or attaching items with nails or adhesives that damage walls, furniture, ceilings, windows, or floors.
- **Combustible Materials:**
Decorations made from combustible materials such as wood, textiles, or synthetics must be flame-resistant or treated with fire-retardant chemicals. Residents are expected to retain product labeling or documentation as proof of flame resistance.
- **Prohibited Natural Materials:**
Hay, dried corn stalks, and natural leaves (unless part of a live plant) are not permitted as indoor decorations.
- **Wall Decorations:** Only thumb tacks, panel nails, or Command strips may be used to hang items on walls. Avoid any adhesive that causes damage upon removal.
- **Door Decorations:** Decorations may only be affixed with masking tape, must remain within the door frame, and must be approved by all roommates. Writing on or wrapping room doors is not



permitted. Public area decorations should reflect the values and mission of UCCS.

- **Ceiling Decorations:** Nothing may be attached to or suspended from the ceiling. This includes curtains, drapes, tapestries, string lights, or other hanging items.
- **Bathroom Decorations:** Shower heads may not be replaced. While residents may hang a different shower curtain, the original UCCS-issued curtain must be rehung at check-out.
- **Building Exteriors:** Nothing may be attached to or hung from the exterior of any campus housing facility without prior written approval from RL&H.

Smoking and Vaping Policy

Smoking and vaping are not allowed inside any residence hall or apartment. This includes cigarettes, e-cigarettes, hookahs, tobacco pipes, and any other smoking devices. Smoking is only permitted in designated outdoor smoking areas.

If you indicated on your housing application that you do not want roommates who smoke, and you are a smoker, you may be relocated to a different room if space is available.

If you own a hookah, tobacco pipe, or similar device, it must be fully extinguished and cleaned before bringing it into any campus housing. Using these devices to smoke anything other than tobacco is prohibited and may result in disciplinary action under the UCCS Student Code of Conduct, including policies related to illegal drugs.

Solicitation

Solicitation of any kind is prohibited. Residents should contact UCCS Police at 719-255-3111 if a solicitor comes to their door.

Trash Disposal and Syringe Safety

Disposing of personal trash in hallways, lounges, or any public areas is not allowed and will result in a fine charged to your resident account.

If you use syringes for medical reasons, please dispose of them safely in a Sharps container. If you don't have access to one, contact the Wellness Center for help.



Weapons and Firearms

All weapons are strictly prohibited in UCCS Residence Halls. This includes not only real weapons but also toys and items designed to resemble weapons, such as Nerf guns, airsoft guns, and similar items. This policy helps ensure a safe and secure living environment for all residents. Any violation may result in disciplinary action under the Student Code of Conduct and could compromise the safety of the community.

If you have questions about this policy or need assistance, please contact RL&H.

Window and Screen Policy

Screens must remain securely installed in all windows at all times. Windows are not to be used as a means of entry or exit.

If a resident removes a screen from their bedroom or suite common area window without notifying RL&H, a \$25 fine will be charged to all residents of that unit. This fine does not cover the cost of screen replacement—additional charges will apply if a new screen is required or if the screen is not clearly visible during maintenance inspections. A maintenance request will be submitted immediately to reinstall the screen.

Throwing any objects from windows or bridges, placing items on window ledges, or removing window stops is strictly prohibited.

Windows come equipped with compliant blinds or shades, and residents may not hang or attach any additional decorations around windows. Nothing may be placed on the interior or exterior of windows, nor draped near them if it partially or fully blocks the window or creates a safety hazard.

Housing Operational Policies

Accessing a Copy of Your Contract

Your housing contract is the page of your online housing application that remains continuously available for viewing and printing until the first day of classes. Access your housing application portal to access your application and print your contract page: <https://uccs.starrezhousing.com/starrezportalx/login>

If your housing contract is no longer visible within your current term's housing application, you can access the active contract at any time by visiting the following link: <https://residence.uccs.edu/current-resident/policies/housing-contract>

This contract contains the legally binding terms and conditions that govern your residency in campus housing. We recommend that all residents review and retain a copy of the contract for reference throughout their stay.

Use of Residential Space

To maintain a residential environment that supports academic success, well-being, and community connection, UCCS Housing spaces are designated for personal and academic use only. Business activities are not permitted within residence halls or apartments.

Specifically:

- Residents may not operate a business, advertise services, or promote commercial ventures from their rooms or any common residential areas.
- Door-to-door solicitation, including sales or requests for donations such as charitable fundraising, is prohibited.

Students involved with recognized student organizations or planning special events are encouraged to contact RL&H for guidance on appropriate ways to share information in compliance with university policies.

Eligibility Requirements for On-Campus Housing

Maintaining eligible status - such as being enrolled as a student and meeting behavioral expectations - is essential for living in the residence halls. This ensures that all residents contribute to a safe, respectful, and academically focused community where everyone can thrive. Below listed are some important eligibility criteria to keep in mind.

Enrollment Requirement:

Students must be accepted into a degree program and maintain active enrollment to move into or continue living in university housing.

Winter Break Housing: Residents may remain in their assigned housing over winter break only if enrolled in spring semester courses. Students not registered for spring classes by the conclusion of the fall term must vacate their space, including Alpine Apartments, and return their keys. Re-entry without spring enrollment is prohibited.

Housing for Upcoming Semesters: To secure housing for the Fall semester, students must be enrolled and in good financial standing by July 1. For the Spring semester, the deadline is December 1.

Change in Enrollment Status: Students must promptly notify RL&H by emailing housing@uccs.edu to



inform of any change in enrollment status that may negatively impact a student's ability to remain in their residential assignment. Students who withdraw from all courses for a given term are expected to vacate their assigned space within 72 hours unless alternative arrangements for extended stay are approved.

Housing Suspension/Financial Appeals

If you're ever suspended from campus housing, you'll receive an email explaining when you need to move out and any financial charges that may apply—like a contract cancellation fee or other related costs.

That same notice will include clear steps on how to appeal any financial penalties or charges, along with whom to contact and when. We're here to support you through the process and want to make sure you have a fair opportunity to ask questions or request a review.

Room Reassignment and Consolidations

We're committed to making sure every student has a safe, comfortable, and welcoming living experience on campus. As part of this effort, RL&H may occasionally need to make room adjustments based on occupancy, accessibility needs, or community balance.

Here are a few things to keep in mind:

- **Room Reassignments:** If there is low occupancy on a particular floor or space, we may consolidate rooms or move residents to different locations.
- **Filling Vacancies:** If your room or suite has an open space, a new roommate may be assigned at any time during the academic year. You'll receive notice via your UCCS email when possible.
 - Non-Emergent Room Changes – will attempt to provide at least 24 hours' notice prior to moving you or moving a student into your space.
 - Emergency Room Changes – will provide as much notice as possible with the understanding that advanced notice is not always possible.
- **Accessibility Needs:** If you're placed in a room equipped for a student with a disability but do not require that accommodation, we may need to relocate you if the space is needed by someone who does.
- **Shared Space Expectations:** Furniture in unassigned spaces should remain untouched and available for potential new roommates.

If a room change is necessary, you'll be given a reasonable timeframe to move - at least 2 business days. It's important to meet the timeline given, as delays can lead to additional charges.





PART 4

Campus Safety, Health, and Wellness

Safety & Security on Campus

Your safety is our top priority. UCCS is committed to providing a secure and supportive environment for all students living on campus. Residential housing is equipped with controlled-access entry, on-duty RAs, RL&H staff, a dedicated nighttime Security Person, and 24/7 support from the UCCS Police Department and Public Safety Dispatch.

All residence halls are secured by card access using your UCCS ID. Please do not prop open exterior doors or allow individuals to “tailgate” behind you when entering. If you misplace your ID and need help accessing your building, contact the RA on-call for assistance.

If you witness or experience any criminal activity, theft, vandalism, or safety concern, report it right away to the UCCS Police at 719-255-3111 and notify RL&H staff. Always try to include important details such as descriptions, license plates, and time of incident. In any emergency, call 911 immediately.

UCCS Police and Dispatch Services

UCCS operates a 24/7 Public Safety Dispatch Center located in Gateway Hall. Trained dispatchers coordinate emergency and non-emergency calls, police/fire/EMS response, and monitor safety systems including alarms and cameras. Contact dispatch anytime at:

- **719-255-3111** or **3111** from campus phones
- **Gateway Hall, 2nd Floor**, 1420 Austin Bluffs Parkway

Prepared911 Emergency Communication

UCCS utilizes Prepared911, a modern emergency communication system that enhances safety and

response. With your consent, dispatchers can receive real-time video, your location, and texts—even with language translation support. To learn more or set up your safety profile, visit prepared911.com.

UCCS Safe App

All students are encouraged to download the **UCCS Safe App**, a tool for personal safety and emergency updates. Key features include:

- Friend Walk (virtual escort)
- Push emergency notifications
- Report tips (anonymously or named)
- Direct links to emergency contacts and campus resources

Download and explore the app at <https://police.uccs.edu/information/safe-app>

Clery Act and Crime Reporting

UCCS complies with the Jeanne Clery Act, which mandates the reporting of campus crime statistics and safety procedures. Annual Security and Fire Safety Reports are available at asr.uccs.edu or by request from the UCCS Police Department. These include emergency policies, crime data, and important safety tips. UCCS will also issue timely alerts for any threats that may impact campus safety.

UCCS Police Services and Engagement

The UCCS Police Department is staffed 24/7 by Colorado POST-certified officers trained in law enforcement and emergency medical response, including AED and Narcan use. Officers are deeply involved in student life, participating in events like Coffee with a Cop, Vets and Cops Walk, Pancakes and Pajamas, and Commuter Week. You'll also see them at Premiere Night and other programs throughout the year.



Everyday Safety Tips

- Always close doors behind you and never allow tailgating into secure buildings.
- Avoid propping open exterior doors—they are a fire and safety hazard.
- Keep emergency contact and vehicle info updated in university systems.

- Register your bike or scooter with Parking Services and record serial numbers of valuables.
- Stay alert in parking lots and walkways. Lock your car and know your location in case of emergency.
- Be aware of dismount zones, ADA spaces, and fire lanes to promote safety and avoid fines.

Weapons on Campus

In accordance with Colorado law and university policy, firearms and dangerous weapons are prohibited in most university spaces. Concealed carry is not permitted inside buildings or campus grounds. However, with proper permits, firearms may be secured inside vehicles in campus parking lots per Senate Bill 24-131. Violations may result in criminal charges, housing removal, or dismissal from the university.

Security Cameras and Preparedness

Security cameras are in place across campus to deter crime and support investigations. Cameras may monitor entrances, lobbies, walkways, parking lots, and public common areas—but never private spaces such as student rooms or bathrooms. Only authorized personnel may access footage.

Be familiar with your building's fire evacuation plans, AED locations, and safety procedures. Drills and checks occur regularly to keep everyone prepared.

Lithium-Ion Battery Safety

Devices powered by lithium batteries (e.g., e-bikes, scooters, laptops, vapes, power banks) can pose fire risks. Follow these guidelines to stay safe:

- Use only manufacturer-approved chargers.
- Do not charge devices unattended or overnight.
- Avoid placing them near bedding or flammable items.
- E-bikes and scooters may not be stored or charged indoors, in stairwells, or in hallways.
- Additional safety rules may be added as needed to protect the community.

Emergency Response and Access

Emergency Medical and Fire Response

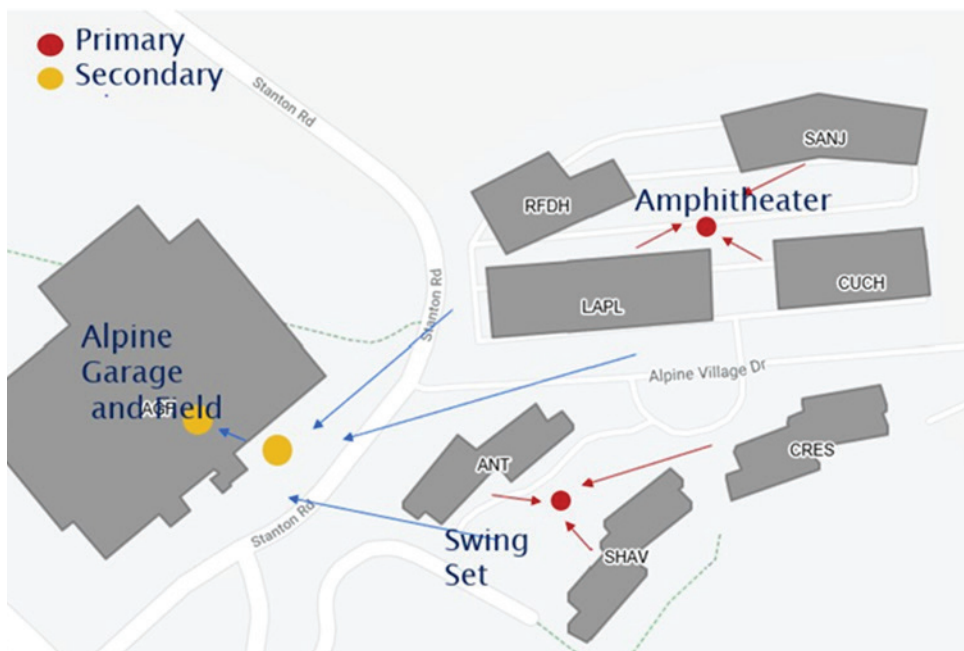
- **AEDs and Narcan:** Installed in Monarch, La Plata, and Roaring Fork Dining Hall. Roaring Fork also includes an EpiPen. The Lodge has an EpiPen in a staff office.
- **Fire Systems:** All buildings are equipped with alarm and sprinkler systems monitored 24/7 by dispatch. Never hang items from sprinkler heads or obstruct detectors. Stairwell and hallway doors are fire-rated.
- **If You Can't Evacuate:** Shelter in your room or move to a stairwell and notify UCCS Police of your location.

Emergency Support for Students with Disabilities

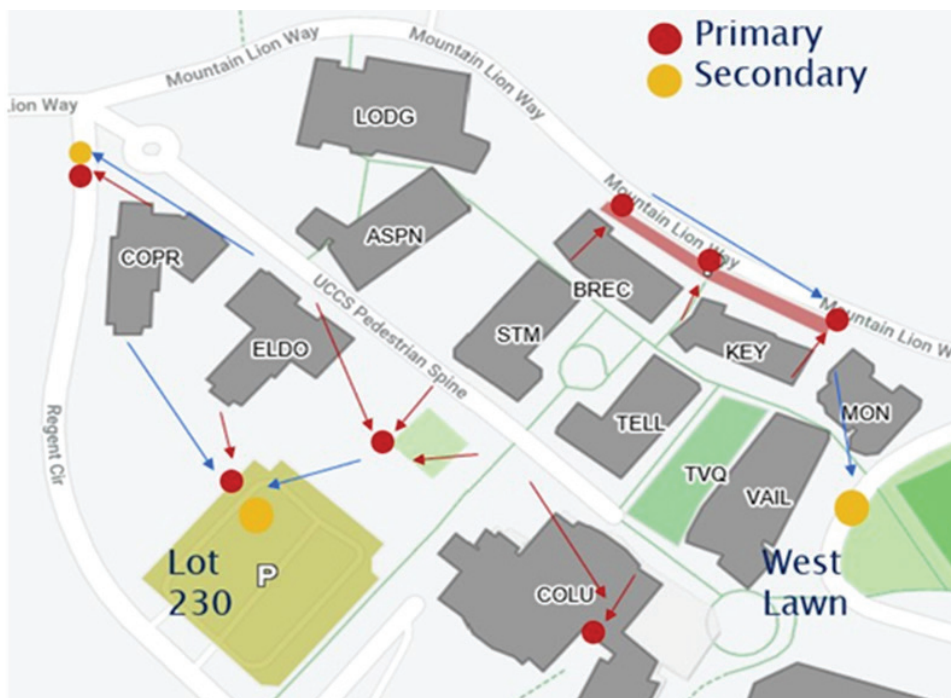
- **Rescue Assistance Phones** are located by elevators in San Juan, La Plata, and Cucharas.
- **Evacuation Chairs** are available in Copper House (2nd Floor) and La Plata (1st Floor).
- If you may need help evacuating, please self-identify with Disability Services to ensure the right support is in place.

Fire Evacuation Locations

Village at Alpine Valley



Summit Village



Room Entry and Emergency Access

While your residence hall room is your personal space, there are important situations when staff may need to enter, always with your safety and wellbeing in mind.

In the event of an emergency, as determined by a RL&H or University staff member, authorized personnel may enter your room or suite without prior notice. Emergencies may include concerns about health or safety, fire alarms, or other urgent incidents that require immediate attention.

Beyond emergencies, staff may also enter for the following reasons:

- Maintenance and repairs
- Health and safety inspections
- Pest control treatment
- Facility inspections and compliance checks
- Resident-requested services

Whenever possible, you will be notified in advance of non-emergency entries. If entry occurs while you are not present, a written notice will be left in your room. Please note that notification

may not occur during fire alarms, fire drills, or scheduled health and safety inspections, as these are conducted to ensure the safety of all residents in a timely and consistent manner.

UCCS RL&H staff strive to treat every student space with respect and professionalism. These procedures are designed to balance your right to privacy with the responsibility we share in maintaining a healthy and secure living environment for all students.

If you have questions about room entry procedures, feel free to contact your RA or RL&H Coordinator for more information.

Room Keys and Responsible Use

Your assigned key provides access to your suite and individual room, and it is your responsibility to always keep it safe and secure. For your safety and the security of others, keys should never be shared, lent, or given to anyone else under any circumstance.

Use of your key is subject to the following guidelines:

- Lost or stolen keys must be reported immediately to RL&H. When this happens, the locks will be changed, and new keys will be issued to all residents of the affected room or suite. A replacement



fee will apply to cover the cost of new keys and hardware.

- If your key is damaged, turn it in to RL&H to receive a free replacement. If a damaged key is not returned, a full lock change may be required at your expense.
- If you are locked out after hours or on weekends, contact the front desk (if open) or call the RA on-call for assistance. Full lock changes for lost keys reported during these times will be handled the next business day.
- Possession of a key does not guarantee the right to enter all spaces. You should never use your key to assist someone else in entering a building or room, especially if their access has been revoked or if they are not your guests.
- Do not use your key to let in individuals who are unfamiliar to you, including guests of other residents or anyone who appears to be having trouble accessing the building.

These expectations are in place to protect everyone's privacy, safety, and security. If you have any concerns about key access, lockouts, or guest behavior, please reach out to your RA or the RL&H staff for support.

Health & Safety Room Inspections

To help maintain a safe and healthy living environment for all residents, RL&H staff conduct health and safety inspections of every room at least once each semester. These inspections are an important part of keeping our community free from fire hazards, unsafe conditions, and health risks.

You will receive notice at least 24 hours in advance of any inspection via email and flyers posted in your hallway. Two RL&H staff members will conduct the inspection and are looking for overall cleanliness and the absence of any prohibited or unsafe items.

- If a room is found to have a health violation—such as significant uncleanliness or unsanitary conditions—residents will have three days to correct the issue.
- If prohibited items are found during the inspection (see the “Prohibited Items” section), they will be confiscated and held until the end of the semester or major breaks (Thanksgiving or Spring Break). Residents will be notified with instructions on how and when to retrieve these items.
- If the same violation occurs a second time, the item(s) will be permanently disposed of and may not be returned.



Violations of health, safety, or conduct guidelines may result in disciplinary action under the Student Code of Conduct and could include fines or damage charges if applicable. These inspections are meant to support your well-being and the safety of the entire housing community. If you have questions about what's allowed in your room or how to prepare for an inspection, RL&H staff are here to help.

Missing Persons Procedure

If a member of the UCCS community has reason to believe that a resident living in on-campus housing is missing for 24 hours or more, they should immediately contact UCCS Police at 719-255-3111 (or 3111 from an on-campus phone).

Upon receiving a report, UCCS Police will initiate a missing person investigation and notify RL&H (Residence Life and Housing) right away.

If a report is made directly to RL&H that a resident has been missing for more than 24 hours, RL&H will immediately notify UCCS Police so an official investigation can begin.

Health and Wellness

Wellness Center: Integrated Care for UCCS Students

The **Wellness Center** provides integrated care—your one-stop shop for both medical and mental health services. Medical services include:

- Primary care visits (e.g., sore throat, flu shots, well-woman exams)

Flat Fee: All visits—medical or counseling—cost just **\$20 per appointment**.

Hours: Monday–Friday, **8:00 a.m. – 5:00 p.m.**

To schedule, call **719-255-4444**. If calling after hours, leave your name, callback number, and the reason for your call.

Mental Health Support

College life can be exciting, but it also comes with challenges. Whether you're feeling overwhelmed, homesick, anxious, or just need someone to talk to, **UCCS Mental Health Services** is here to support your well-being.



Services include:

- Individual and group therapy
- Couples and family therapy
- Crisis/emergency intervention
- Consultations for concerned friends or roommates
- Educational workshops and presentations open to all UCCS students

Your first 3 visits are free (up to 8 visits per semester), with affordable session fees after that:

- \$20 per individual or couple session
- \$10 per group therapy session



UCCS also offers **SOS² (Skills for Optimizing Student Success)**—a support program designed to help students transition to college life, make friends, and build confidence.

For 24/7 mental health and well-being support, download the [TELUS Health Student Support App](#), which provides free and confidential virtual care to all UCCS students at any time of day.



To make an appointment or learn more, call 719-255-4444

Location: UCCS Wellness Center

Taking care of your mental health is just as important as your physical health—and there's no shame in seeking help. We encourage all residents to take advantage of the supportive resources available.

Medical Assistance Response

If a resident experiences a medical emergency, RL&H staff may request emergency medical assistance, including an ambulance, on the resident's behalf if it is deemed necessary. Please note that RL&H staff are not permitted to transport sick or injured residents under any circumstances.

Any medical care provider responding to an incident will bill the cost of services directly to the student. UCCS does not assume responsibility or liability for medical expenses resulting from illness or accidental injury while living on campus.

In the event a resident under the age of 21 is transported to the hospital by ambulance, RL&H staff may notify the emergency contact listed in the student's housing application profile.

Meningococcal Vaccine Requirements

In accordance with Colorado State Law (C.R.S. Section 23-5-128), all incoming freshmen planning to live in student housing are required to either:

- Provide proof of a documented dose of meningococcal vaccine within the past 5 years,
- OR
- Sign a waiver acknowledging the potential health risks associated with bacterial meningitis and stating that you are declining the vaccine.

This law is intended to help protect students from the serious health risks of bacterial meningitis, a rare but potentially life-threatening illness.

To learn more and access the waiver form, please visit the [UCCS Wellness Center website](#) or contact them directly at 719-255-4444.

Campus Recreation at UCCS

Campus Recreation supports your well-being, personal growth, and connection to the UCCS community. All enrolled, fee-paying students have full access to Campus Rec programs and facilities.

719-255-7515

recwellness.uccs.edu/campus-rec

Follow @UCCSRec on Instagram, TikTok, and Facebook

Facilities

Recreation and Wellness Center

Includes four gym courts, an indoor track, cardio and strength training equipment, group fitness studios, the SOLE Center with a 27-foot climbing wall, and a bike/ski shop. The Aquatics Center features lap and leisure pools, a water slide, vortex, and hot tub.

Alpine Field

A synthetic turf field used for intramurals, sport clubs, and recreational play.

Campus Trails

Explore over five miles of trails for walking, running, and enjoying Colorado's scenery.



Programs

Intramural Sports

Join fun, low-stakes competition through leagues and tournaments in team and individual activities—from basketball to spelling bees.

Sport Clubs

Student-led teams offering recreational and competitive opportunities. Visit the Campus Rec website for a current list.

Fitness

Group fitness classes, personal training, fitness assessments, and ACE certification prep are all available.

SOLE (Student Outdoor Learning Experience)

Adventure-based programs including hiking, rock climbing, skiing, and rafting—plus safety certifications like Wilderness First Aid and Leave No Trace.

Aquatics & Safety

Swim laps, take a lesson, or earn certifications in CPR, First Aid, and Lifeguarding. Look out for fun events like Dive-in Movies!

Student Employment

Campus Rec employs 100+ students annually in a variety of roles. Gain real-world skills in leadership, teamwork, and customer service while staying involved on campus. Positions are posted on the Campus Rec website and can be applied for through SEANS.





PART 5 Transitioning from Housing

Check-out Procedures

All residents are required to complete the official check-out process when vacating their room for winter and summer break, or when ending their housing contract at any point after move-in. This procedure is essential to ensure a smooth transition, maintain room readiness for incoming residents, and accurately reconcile your housing account.

If your housing contract is terminated by either you or RL&H after move-in, an official check-out remains mandatory. Should you need to request accommodations or modifications to the standard check-out process, please contact our office promptly; we are committed to assisting you.

Important Reminders:

- Failure to complete the check-out process properly may result in continued housing charges and additional fees.
- In rare or emergency situations, RL&H may modify the check-out procedure. While every effort will be made to protect your belongings, RL&H is not responsible for any damage or loss of personal items under these circumstances.
- Personal care products (such as lotions, sprays, and gels), cleaning supplies, and opened food items will be discarded during room turnover. Please ensure you remove these items before check-out.

We encourage residents to reach out with any questions or concerns regarding the check-out process. Our team is here to support you and ensure a positive residential experience.

Housing Contract Cancellation

We understand that plans sometimes change, and we want to support you through the process if you need to **end your housing contract early**. Below is an overview of how contract termination works and what you can expect.

If you choose to **cancel your housing contract after moving in**, please be aware that your housing deposit will be forfeited. **To request a partial refund**, you must submit a Petition to Terminate Housing Contract, which will be reviewed based on specific criteria outlined on the petition page. If approved, refunds will begin once you have completely removed your belongings and returned your keys. Moving out before petition approval does not relieve you of housing charges incurred until approval is granted. If you are **withdrawing from the university**, it is essential to **notify RL&H immediately** and plan to **move out within 72 hours** of withdrawing from classes. Your housing charges will be prorated based on your move-out date.

For students **not returning to UCCS for the spring semester**, you must submit the cancellation form by the specified deadline. Failure to do so will result in charges for two additional weeks of housing, plus daily storage fees for any belongings left behind.



Staying **beyond your contract end date or move-out deadline** may result in a daily charge of \$100 plus the standard housing rate. Additionally, UCCS reserves the right to restrict access to your housing space and may charge fees for packing and removing personal items left behind.

The university reserves the right to terminate your housing contract in certain circumstances, including loss of student status or eligibility, violations of housing or university policies, posing a safety

or health risk, or unpaid housing charges. In such cases, you will forfeit your deposit and may still owe the full housing balance. Further legal or disciplinary actions may be taken as appropriate.

In **rare or emergency situations such as natural disasters, pandemics, or government mandates**, UCCS may need to suspend or terminate housing contracts on short notice. If this occurs, you may be required to move out quickly, and the university will determine any refunds or credits based on the situation.

If you have questions about your housing contract status, need assistance, or are considering withdrawing, please contact our team. We are here to guide you through every step of the process.

Petitions Process

Once you move into campus housing, your housing contract is active for the entire academic term. However, we understand that circumstances can change, and we are here to support you if your situation does.

If you need to explore options to end your housing contract early, there are two primary paths:

- **Withdrawing from all courses for the semester**, which automatically releases you from your housing contract.
- **Submitting a petition for contract release** if you are experiencing significant, new circumstances that affect your well-being or ability to succeed in the residential environment.

The Petition Committee reviews each request carefully and case-by-case. Petitions are most likely to be approved when they involve **new, impactful situations that arise after move-in**. Circumstances that existed before your contract began are generally not considered valid grounds for release.

There are three types of petitions to accommodate different situations:

- **Petition to Break the Contract After Occupancy** — for students who have moved in and are facing new challenges.
- **Petition to Waive the First-Year Live-On Requirement** — for incoming students seeking an exemption prior to move-in.
- **Petition for a Deposit Refund After the Deadline** — for students requesting a refund beyond the standard cancellation date.

If you believe a petition may be appropriate for your situation, please contact the Associate Director at housing@uccs.edu. We are committed to guiding you through the process with care and understanding, helping you explore your options.



Vacate Timeline and Expectations

We understand that moving out can be a busy and sometimes stressful time, and we are here to support you in completing your housing experience smoothly and successfully.

When your housing contract ends or your approved move-out date arrives, it is essential that you complete the full check-out process on time. Staying beyond your approved move-out date or leaving

personal belongings behind may result in daily fees, including a charge of \$100 per day plus the regular room and board rate for residence halls.

To avoid any unexpected charges or possible restrictions on your access to your residence, we strongly encourage you to plan your move-out carefully and to communicate proactively with the RL&H team if you require additional time. We are committed to working with you whenever possible to accommodate your needs.

If personal items are left behind after you move out, RL&H staff may need to pack and store them. Please be aware that a reasonable fee may be charged for this service. For further details, please refer to the Abandoned Property section of this handbook.



Housing Damage Assessment and Appeals

Damage Assessment & Accountability During Move-Out

As part of the move-out process, our team will inspect rooms and suites for any damage, determine responsibility, and apply charges if necessary. Common charges may include repairs for wall or carpet damage, excessive cleaning, or trash removal. Any applicable charges will be posted to your student account within two weeks following your official move-out date.

While normal wear and tear is expected over time, students may be held financially responsible for damage resulting from negligence or misuse. When specific responsibility cannot be determined, damage charges for individual rooms or suites will generally be divided among all roommates. Similarly, if damage occurs in public or shared areas and the responsible parties cannot be identified, costs may be allocated among all residents of the building.

If you believe a damage charge has been applied in error, you may submit a **Damage Appeal Form** for review at: residence.uccs.edu/current-resident/services/appeal-housing-damage-charges.

Abandoned Property

If personal items are left behind in the residence halls after your housing contract ends, RL&H staff will make every effort to identify the owner and notify you via your UCCS email. You will have **two weeks from the date of notification** to retrieve your belongings. After this period, any unclaimed items will be disposed of.

To avoid losing your possessions, we encourage you to thoroughly check your room before moving out. Check behind the dresser and inside the drawer box rear to ensure nothing fell to the back, check behind and under cabinets and beds, etc. If you believe you left something behind, please don't hesitate to contact us for assistance.

Mail Forwarding

Please note that because UCCS is classified as a commercial institution, the United States Postal Service does not process traditional change-of-address requests for campus residences.

If you are permanently moving out of campus housing, you may request mail forwarding for **up to six months** from your move-out date. To initiate this service, please log in to the Housing Student Portal and submit a **Mail Forwarding Request Form** here: <https://uccs.starrezhousing.com/starrezportalx/login>



This forwarding request will expire automatically after six months. We strongly encourage you to update your mailing address directly with banks, credit card companies, insurance providers, and any other important contacts as soon as possible to avoid missed correspondence.

Tips for Off Campus Transition

Eventually, all students transition to off-campus living—whether after your first year or following several years in campus residence halls. We are here to support you now and in the future, no matter where your living experience takes you. With that in mind, here are 10 important considerations to keep in mind before making the move off campus:

- **Plan Ahead:** Begin your apartment search early to secure a safe, convenient location that meets your needs.
- **Set a Budget:** Account for rent, utilities, groceries, transportation, and other living expenses to manage your finances effectively.
- **Review Your Lease Carefully:** Understand all lease terms, including duration, deposits, and policies on breaking or subletting your lease.
- **Arrange Utilities:** Identify which utilities you are responsible for and set up accounts prior to moving in.
- **Evaluate Transportation:** Consider your commute to campus, access to public transportation, and parking availability.
- **Furnish Thoughtfully:** Focus on essential items and avoid unnecessary purchases as you furnish

your new home.

- **Protect Your Belongings:** Consider renters insurance to protect your personal property from loss or damage.
- **Communicate with Roommates:** Establish clear agreements regarding shared responsibilities, expenses, guests, and noise expectations.
- **Update Your Address:** Notify the university and other key contacts of your new off-campus address.
- **Stay Connected to Campus:** Remain engaged with campus programs and resources to support your academic and personal success.





Contact Information

residence.uccs.edu
instagram.com/reslife.uccs
housing@uccs.edu
719-255-4042

Mailing address:
Residence Life and Housing
4725 Clyde Way
Colorado Springs, CO 80918